

Education

- **Carnegie Mellon University**, Language Technologies Institute, School of Computer Science Pittsburgh, PA
– Master of Science (Topics: NLP, Machine Learning and Information Retrieval) (Aug 2017 - Dec 2018)
– Project: Conversational Search and Knowledge Acceleration with Dr. Jamie Callan
 - * Given a broad query, discover its subtopics, possible search paths and concepts based on initial search results.
 - * Support hands-free exploration of a broad subject via the discovered topic-tree on voice assistants.
- **Nanyang Technological University**, School of Computer Science and Engineering Singapore
– Bachelor of Engineering (First Class Honours) in Computer Science. (Aug 2010 – Jun 2014)
– Specialization in Intelligent Systems, Minor in Business.

Professional Experience

- **Stripe Inc.** - *Software Engineer, Merchant Intelligence*, San Francisco, CA (Jan 2020 - Present)
– 510 Townsend Street, San Francisco, CA 94103
– Building scalable systems to organize data from several internal systems to provide consolidated knowledge to enforce risk goals for Stripe and its partners.
- **Google, LLC.** - *Software Engineer, Ads Integrity (Machine Learning Infrastructure)*, Pittsburgh, PA (Jan 2019 - Jan 2020)
– 6425 Penn Ave, Pittsburgh, PA 15206
– Built pipelines to enable offline model evaluations on past traffic, cutting down total evaluation time by 90%.
– Improving model development and evaluation pipelines by building a composable tooling suite.
Technologies Used: C++, Dremel, Flume, Blaze
- **Zendesk, Inc.** - *Senior Software Engineer, Zendesk Chat (Backend/Platform)*, Singapore (Jul 2016 - Aug 2017)
- **Zendesk, Inc.** - *Software Engineer, Zendesk Chat (Backend/Platform)*, Singapore (Jul 2014 - Jul 2016)
– 401 Commonwealth Drive Singapore 149598
– As *Engineering Lead* for the internal **push-notification microservice** project, re-wrote session management logic, architected new systems and infrastructure to support robust push notification delivery.
– As *Engineering Lead* for the internal microservice for **feature entitlement**, designed the underlying rule-engine, led development for the service, serving ~20k RPS at peak.
– Developed various iterations of the application that powers live chat, working on features like REST API for ongoing chats, support for concurrent sessions, low-level protocol enhancements etc.
– Replaced legacy billing system by integrating with the shared Zendesk-wide billing service, followed by writing mechanisms to migrate existing customers to it en masse.
– Wrote the **event framework** that produces product-wide events to Kafka. Added a system to defer high-volume writes via Logstash.
– Made several improvements to the unit test suite: improvements to the test suite lifecycle, increased coverage and heavily reduced suite run-times with micro-optimizations.
– *Miscellaneous Responsibilities* - Hiring; mentoring; maintenance of dev environments, staging servers & CI setup.
Technologies Used - Python, Django, Flask, Celery, Nose, JavaScript, Node, Redis & Redis Cluster, Memcached, Kafka, Logstash, MySQL, Docker, etc.
- **IBM Corporation** - *Software Engineering Intern*, Singapore (May 2013 - Aug 2013)
- **IBM Corporation** - *Software Engineering Intern*, Singapore (Jun 2012 - Dec 2012)
– 9 Changi Business Park Central 1, The IBM Place, Singapore 486048
– Built the fully-featured, UIWebView-based embedded browser for a mobile port of IBM Security Access Manager for Enterprise Single Sign-On, ISAM-ESSOm, for providing web single sign-on capabilities on the iOS platform.

Open Source Contributions (Selected)

- **TwitterCLDR** - Added features such as Text Segmentation, Unicode Regex Parser, Rule-based number formatting, etc to Twitter's open source library for tools to work with Unicode in JavaScript.
- **raven-python** - Added per message capture-sampling and support for logging filters and exclusions for Flask.

- **txconnpool** - Added support to create a connection pool to a pool of servers rather than just 1.
- **blinker** - Added support for sending signals without propagating resulting exceptions and support for connecting via multiple objects in a single decorator.

Technical Skills

- Languages: Competent: Python. Familiar: Java, Javascript, CoffeeScript, C++ and others.
- Technologies (misc.): Django, Flask, Celery, Nose, Node, Jasmine, Redis, Redis Cluster, Memcached, MySQL, Kafka, Docker, Logstash, Unix etc.